



ADP RESOURCE / FLOW COMPONENTS AND EQUIPMENT SUPPLY
Job Description

JOB TITLE: Outside Sales Associate

Reports To: Sales Manager	Non-Exempt
Prepared by: Human Resources	May 14 th 2020

SUMMARY:

This position is primarily responsible for selling corporate products to businesses and industrial establishments. The Sales Manager is responsible for generating sales orders, contributing to the growth of existing markets by actively promoting all products and services. This position will also be responsible for promoting a successful expansion into new markets, products, and services, by intentionally pursuing (calling on) existing, new and prospective clients and by performing the following duties
by performing the following duties

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Provides quality end-to-end customer service (sales call to follow-up on delivery) and ensures customer satisfaction.

Promotes the growth of existing markets in the power generation, food, mining, construction, chemical, original equipment manufacturer (OEM), transport, pulp and paper, marine and steel industries.

Handles sales calls.

Oversees cold calls.

Oversees sales reports and expense reports.

Performs miscellaneous office duties (Review invoices, check on orders, quotations, etc.).

Makes phone calls to customers (and potential customers).

Compiles lists of prospective customers for use as sales leads, based on information from multiple sources.

Handles inbound sales lead calls to convert calls into sales.

Overcomes technical and business objections of prospective customers.

Sends product quotation to customers.

Emphasizes salable features, quotes prices and credit terms, and prepares sales orders for orders obtained.

Tracks stock levels.

Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules.

Sends customer invoice for all parts shipped.

Keeps track of all parts shipped and updates information into the sales record database.

Prepares reports of business transactions.

Enters new customer data and other sales data for current customers into computer database.

Makes outbound lead follow-up calls to potential and existing customers by telephone and e-mail to qualify leads and sell company products and services.

Determines customer requirements and expectations in order to recommend specific products and solutions.

Recommends alternate products based on cost, availability or specifications.

Presents price, credit and terms in accordance with standard procedures and customers' profitability profiles.

Provides accurate information regarding availability of in-stock items

Obtains accurate information from vendors relating to shipment dates and expected date of delivery.

Recommends items needed by customers to increase customer satisfaction and improve transaction profitability.

Educates customers about terminology, features and benefits of products in order to improve product related sales and customer satisfaction.

Monitors scheduled shipment dates to ensure timely delivery and expedite as needed.

Contacts customers following sales to ensure ongoing customer satisfaction and resolve any complaint.

Fills requests for catalogs, information or samples.

Remains current on consumer preferences, changes in local codes and product developments by attending sales meetings, vendor training and trade shows, or reading trade journals.

Setups and maintains customer files.

Identifies trends in customer satisfaction or dissatisfaction

Manages time effectively, meets personal goals and works effectively with other members of the distribution team.

Communicates to the purchasing department unexpected increases or decreases in demand for products.

Maintains proficiency in using personal computer, data entry terminal and other common office equipment and software.

Follows company policies and procedures.

Presents a professional image at all times to customers and vendors.

Overcomes technical and business objections of prospective customers.

Provides product demos to qualified customers on request.

Emphasizes salable features, quotes prices and credit terms, and prepares sales orders for orders obtained.

Prepares reports of business transactions.

Enters new customer data and other sales data for current customers into computer database.

Works with outside sales representatives to keep account activities and literature up to date.

Performs other duties as assigned.

ACCOUNTABILITY:

Use of time and company vehicle to best promote the company's products culminating in sales for the company.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Design - Generates creative solutions; translates concepts and information into images; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership

- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Self-management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

- Safety And Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

BUSINESS RELATED CONTACTS;

- Owner
- Purchaser
- Warehouse People

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Accounting Software (QuickBooks); Internet Software; Manufacturing Software; Contract Management Systems; Inventory Software; Order Processing Systems; Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must be able to meet the requirements for high security plants.

OTHER SKILLS AND ABILITIES:

- Excellent organizational, leadership, interpersonal communication and computer skills
- Clear and conceptual thinking ability is a plus.
- Excellent judgment and discretion; ability to handle multiple priorities simultaneously, meet deadlines, and handle work-related stress is required.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Must be able to work independently and productively with minimum supervision.
- Recognize problems, identify possible causes and resolve routine problems.
- Ability to establish and maintain professional atmosphere for employees, clients and customers

OTHER QUALIFICATIONS:

- Use of a camera to take pictures of issues/problems at customer sites.
- At least two (2) years of related experience and/or training is preferred.
- Able to work a flexible schedule to include weekends and holidays.
- May require some travel on an as needed basis.

SPECIALIZED EQUIPMENT:

- Needs a strong knowledge of American National Standards Institute (ANSI) pumps, mechanical seals, types of hoses, fittings, and gasket materials/usage.
- Use of a camera to take pictures of issues/problems at customer sites.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk and talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock and vibration.

The noise level in the work environment is usually loud.

Notes: Because of the diversity of customer plants and the products we provide to these customers, salespersons are subject to being taken into the areas where the actual machinery, air quality conditions are present.

ACKNOWLEDGMENT:

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

Manager Signature

Employee Signature

Date

Date